

Vendors must have an active, approved master contract under the SITE program and be approved in the category or categories listed in the RFO document in order to respond to and RFO. Vendor is responsible for reading all addenda associated with the RFO.

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO)

For Technology Services

Issued By

Office of MN.IT Services ("MN.IT") @ Department of Human Services ("DHS")

Project Title: Integrated Service Delivery System (ISDS) Project

Category: Program/Project Management

This posting will be used to contract with six (6) resources

Business Need

MN.IT@DHS is issuing this Request for Offers (RFO) to secure up to six (6) Project Managers with strong experience in managing large and complex systems development projects. The Project Managers are needed to bring several active, highly visible projects to successful completion to enable the Integrated Service Delivery System (ISDS) technical solution to be deployed and fully operational. The Project Managers will be responsible for managing pre-identified projects within the ISDS IT portfolio. These may include several cross-agency projects with key collaborators from MN.IT, Service delivery partners and the State Department of Human Services (DHS).

The successful candidates must have the experience to assume immediate responsibility for large and technically complex projects (new and active projects) which impact current processes; to develop flexible and efficient plans; and lead matrixed project teams with multiple priorities while simultaneously fostering an environment of team building and coordination.

It is the on-going commitment of MN.IT to provide technology solutions that are reliable and flexible enough to meet fluctuating customer demand and increasing expectation of 7x24x365 system availability, all while decreasing on-going support expenses.

Project Deliverables

The Project Managers will be responsible for managing the development and enhancement of complex information technology solutions and services delivered by MN.IT@DHS, supporting the ISDS technical solution. Some of the technologies include systems to support integrated and distributed server environments in the delivery of the enterprise scale of software for the ISDS Solution. Project Managers will work with the ISDS Project Stakeholders to manage project decisions relating to the design and development of new applications as well as enhancements and modifications to existing applications in order to meet the needs of the project team. More specifically, for each project, the Project Manager will create:

- Scope definition document
- Project plans
- Communication documents
- Project budget management updates
- Regular status reporting
- Procurement documents
- Risk assessments and risk plans
- Resource requirements definitions

For each current, assigned project, the Project Manager will:

- Review all current project artifacts and bring to light deficiencies which may impact project deliverables/schedules
- Actively monitor and manage risk mitigation plans and activities
- Recommend strategies to move projects forward to completion
- Manage overall scope of the individual ISDS project work

Project Milestones and Schedule

- Anticipated Projected Engagement Start Date: **August 17, 2016**
- Anticipated Projected Engagement End Date: **May 29, 2017, with extension options as determined by the State**
- Work in excess of 40 hours/week may be expected during project high volume times

Project Environment

The Project Managers will need to interface with a variety of individuals both on the project team and individuals outside the project team that may have a vested interest and can offer information pertaining to the project including, but not limited to:

- Other Project Managers
- Business Analysts
- Developers
- Database Administrators
- Information Technology Group
- System Architects
- QA staff members
- DHS Business staff
- MN.IT employees
- External vendors

- Stakeholder community including the counties, tribes and health care provider organizations
- Other agency team members

Project Requirements

- All work will be done at offices in St. Paul, MN unless otherwise arranged
- Work must comply with the Statewide Enterprise Architecture
- Work must comply with Statewide Project Management Methodology
- Work must comply with applicable industry/agency standards
- Resource must be able to work independently, with little or no supervision
- Resource must be able to drive to resolution in situations with high ambiguity and confusion
- Project Managers will report to the manager of the MN.IT@DHS Project and Portfolio Management Office but will work closely with MN.IT senior management and DHS Staff

Responsibilities Expected of the Selected Resources

Responsibilities include, but are not limited to:

- Provide project and program management and leadership for projects within the ISDS technical solution, including technical, resource, schedule, communication and financial plans
- Management of a pre-identified projects within the ISDS project portfolio.
- Provide guidance and direction to technology vendors.
- Responsible for developing and directing strategies, approaches, and procedures for the MN.IT IT Solutions
- Communicate and incorporate business owner's visions, business plans, and key objectives.
- Establish and communicate clear performance expectations to members of the MN.IT IT Solutions
- Provide updates as required for MN.IT and DHS leadership
- Provide project management and vendor management mentoring to State and other vendor staff as required
- Foster a culture that supports and drives staff engagement and collaboration in support of State objectives
- Establish, manage, and leverage business and technology relationships both internal and external to the MN.IT IT Solution
- Transfer knowledge to MN.IT@DHS staff.

Mandatory Qualifications (to be scored as pass/fail)

- B.S or B.A degree with five (5) years of experience as a Project Manager or an Associate's degree with seven (7) years of experience as a Project Manager
- Six (6) engagements/projects lasting more than six (6) months in the role of a Project Manager
- Two (2) documented engagements where the project exceeds \$500,000

Desired Skills

- Computer Science, Information Technology or related Degree
- Project Management Professional (PMP) or Master Project Management (MPM) Certification
- Three (3) or more engagements leading teams of greater than ten (10) individuals

- Three (3) years working in complex multi-vendor or multi-team IT environment
- Demonstrated experience in a mentoring or coaching role

Process Schedule

Deadline for Questions	July 6, 2016, 2:00 PM CT
Anticipated Posted Response to Questions	July 8, 2016 06
Proposals due	July 14, 2016, 2:00 PM CT
Anticipated proposal evaluation begins	July 15, 2016
Anticipated proposal evaluation & decision	August 17, 2016

Questions

Any questions regarding this Request for Offers should be submitted via e-mail according to the date and time listed in the process schedule to:

Name: Lynette Podritz, Contract Manager
 Organization: Office of MN.IT Services ("MN.IT")
 Email Address: MNITContracts@state.mn.us
 Email Subject Line: RFO0133 Questions

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services website (<http://mn.gov/buyit/14atm/rfo/active.html>) according to the process schedule above.

Other persons ARE NOT authorized to discuss this RFO or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted other State staff other than the individual above, the responder's proposal may be removed from further consideration.

RFO Evaluation Process

The Responders' proposals will be evaluated on the following components.

Factor	Weight	Total Points
Required Skills	Pass/Fail	
Desired Skills	70%	700
Cost	30%	300
Total	100%	1000

- A. Evaluation of Desired Skills.** Points have been assigned to the desired skills, the total possible points for the desired skills are as follows:

Desired Skills	Weighted Value
Computer Science, Information Technology or related Degree	80
Project Management Professional (PMP) or Master Project Management (MPM) Certification	80
Three (3) or more engagements leading teams of greater than ten (10) individuals	180

Three (3) years working in complex multi-vendor or multi-team IT environment	180
Demonstrated experience in a mentoring or coaching role	180
Total	700

The evaluation team will review the desired skills of each vendor response submitted. After reviewing the desired skills, the members of the evaluation team will rate each desired skill using the following formula:

Component Rating	Point Factor
Excellent	1.0
Very Good	0.8
Good	0.6
Satisfactory	0.4
Poor	0.2
Unacceptable	0.0

Upon determining which of the above Ratings best describes the desired skill being rated, the total possible points available for the component from paragraph A will be multiplied by the corresponding point factor.

EXAMPLE: A "Very Good" rating of (0.8) for "Three (3) years working in complex multi-vendor or multi-team IT environment" worth a maximum of 180 points would receive a score of 144 (180 x 0.8 = 144).

B. Evaluation of Cost Proposals

Lowest cost will be determined by the Cost Proposal rate submitted by the Responder. The Proposal with the lowest cost will receive 100% of the available points. The other Proposals will receive points using the following formula:

$$\frac{\text{Lowest Proposal Rate}}{\text{Rate of Other Proposal}} \times \text{Maximum Points} = \text{Points Awarded}$$

EXAMPLE: (Using 300 points as maximum): If Responder A submitted the lowest rate of \$100.00, and Responder B submitted a rate of \$117.00, Responder A would receive 300 points and Responder B would receive 256.41 points (100.00 ÷ 117.00 x 300 = 256.41)

This Request for Offers does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Organization reserves the right to reject any and all proposals.

Submission Format. The proposal should be assembled as follows:

1. Cover Page (For each resource submitted).

Master Contractor Name
Master Contractor Address

Contact Name for Master Contractor
 Contact Name's direct phone/cell phone (if applicable)
 Contact Name's email address
 Resource Name being submitted

2. Overall Experience/Resume: Must include Table A and Table B for each resource.

A. Mandatory Qualifications(Pass/Fail). Responders should demonstrate that it meets the mandatory qualifications under this RFO. If the proposal does not demonstrate that the Responder possesses all mandatory qualifications, the State will discontinue further scoring of the proposal. Responders should attach resumes identifying the Mandatory Qualifications, i.e. minimum pass/fail requirements, including companies and contacts where the resource has demonstrated the required skills described in this RFO. *Copy this chart and insert into your proposal.*

Mandatory Qualifications (Table A)		
Resource Name:		
Specification	Mandatory Qualification	Thoroughly describe, from the resume, how the submitted resource meeting the required skills and experience for each specification. (Yes/No is not sufficient)
Level of Education	B.S or B.A degree with five (5) years of experience as a Project Manager or an Associate's degree with seven (7) years of experience as a Project Manager	
Number of Engagements (Time)	Six (6) engagements/projects lasting more than six (6) months in the role of a Project Manager	
Number of Engagements (Cost)	Two (2) documented engagements where the project exceeds \$500,000	

B. Desired Skills. Responders should demonstrate the length, depth, and applicability of prior experience in any of the Desired Skills. Points will be awarded based on the following desired skills of the resource(s) submitted. *Copy this chart and insert into your proposal.*

Desired Skills (Table B)		
Resource Name:		
Specification	Skills and Experience	Thoroughly describe, from the resume, how

		the submitted resource meeting the required skills and experience for each specification. (Yes/No is not sufficient)
Level of Education	Computer Science, Information Technology Degree or related degree	
Certification	Project Management Professional (PMP) or Master Project Management (MPM) Certification	
Leadership	Three (3) or more engagements leading teams of greater than ten (10) individuals	
Cross Functional Teams	Three (3) years working in complex multi-vendor or multi-team IT environment	
Mentoring/Coaching	Demonstrated experience in a mentoring or coaching role	

Note: The State reserves the right to interview final candidates based on responses and scored. The vendor will be contacted to arrange a mutually agreed upon interview time, should this be necessary. The State further reserves the right to remove a candidate from consideration if the candidate is unavailable for interview as requested by the State.

At any time during the evaluation phases, the State may contact a vendor for additional or missing information or for clarification of the Response. However, the State does not guarantee that it will request information or clarification outside the submitted written response. To avoid the possibility of failing the evaluation phase or of receiving a low score due to inadequate information, it is important that the vendor submits a complete Response and meets all requirements fully.

C. Additional Documentation.

1. Attach a resume for proposed resource in addition to the narrative description – contained within Table A and Table B. Be certain the resume has dates of work and notes whether the resource was an employee or consultant.
2. Also include the name of two (2) references who can speak to the resources work on a similar project. Include the company name and address, reference name, reference email, reference phone number and a brief description of the project this resource completed. The State also reserves the right to contact proposed resources' references and to adjust Desired Skills scores based on additional information derived from the reference checks.

3. **Cost Proposal.** Cost Proposals must be submitted as a separate attachment to the email in a separate document and not listed in any other place in your submission. Include a separate document labeled "Cost Proposal" which includes the name of the resource being submitted and their corresponding proposed hourly rate.

4. **Conflict of interest statement as it relates to this project**
5. **Supporting Documentation:** Responders must complete and submit the following forms, if applicable, in response to this RFO:
 - A. Affirmative Action Certificate of Compliance (if over \$100,000, including extension options)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
 - B. Equal Pay Certificate Form (if proposals exceeds \$500,000, including extension options)
<http://www.mmd.admin.state.mn.us/doc/equalpaycertificate.doc>
 - C. Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion-2.doc>
 - D. Certification Regarding Lobbying (if over \$100,000, including extension options)
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>

Proposal Submission Instructions

- **The Vendor is limited to the submission of one (1) resume/candidate in response to the Request for Offers**
- Response Information: The resume and required forms must be transmitted via e-mail to:
 Lynette Podritz, Contract Manager, MN.IT
 Email Address: MNITContracts@state.mn.us
 Email Subject line: RFO0133 Proposal
 Submissions are due according to the process schedule previously listed.
- The emailed response should contain three (3) attached .pdf files
 - One (1) containing the cover page, overall experience grid and resume labeled "Response"
 - One (1) containing the cost proposal only labeled "Cost Proposal"
 - One (1) containing all other supporting documentation and completed forms Labeled "Supporting Documentation"
- A copy of the response must also be sent to MNIT.SITE@state.mn.us for vendor performance tracking.
- You must submit an email with your response or email notification that you will not respond to MNIT.SITE@state.mn.us. Failure to do either of these tasks will count against your program activity and may result in removal from the program.

General Requirements

Proposal Contents. By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Indemnification. In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses. All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this RFO that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest. Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage.

The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its

discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default.

The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms “contract,” “contractor,” and “contracting officer” modified appropriately to preserve the State’s rights.

IT Accessibility Standards. All documents and other work products delivered by the vendor must be accessible in order to conform to the State Accessibility Standard. Information about the Standard can be found at: <http://mn.gov/mnit/programs/policies/accessibility/>.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals. In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Small Business Preference

Unless a greater preference is applicable and allowed by law, in accordance with Minn. Stat. § 16C.16, subd. 6a, the Commissioner of Administration will award a 6% preference in the amount bid on state procurement to certified small businesses that are majority owned and operated by veterans.

A small business qualifies for the veteran-owned preference when it meets one of the following requirements. 1) The business has been certified by the Department of Administration/Materials Management Division as being a veteran-owned or service-disabled veteran-owned small business. 2) The principal place of business is in Minnesota AND the United States Department of Veterans Affairs verifies the business as being a veteran-owned or service-disabled veteran-owned small business under Public Law 109-461 and Code of Federal Regulations, title 38, part 74 (Supported By Documentation). See Minn. Stat. § 16C.19(d).

Statutory requirements and certification must be met by the solicitation response due date and time to be awarded the preference.

Work Force Certification. For all contracts estimated to be in excess of \$100,000, responders are required to complete the Affirmative Action Certificate of Compliance and return it with the response. As required by Minnesota Rule 5000.3600, “It is hereby agreed between the parties that Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are incorporated into any contract between these parties based upon this specification or any modification of it. A copy of Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are available upon request from the contracting agency.”

Equal Pay Certification. If the Response to this solicitation could be in excess of \$500,000, the Responder must obtain an Equal Pay Certificate from the Minnesota Department of Human

Rights (MDHR) or claim an exemption prior to contract execution. A responder is exempt if it has not employed more than 40 full-time employees on any single working day in one state during the previous 12 months. Please contact MDHR with questions at: 651-539-1095 (metro), 1-800-657-3704 (toll free), 711 or 1-800-627-3529 (MN Relay) or at compliance.MDHR@state.mn.us.